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## **OLR Bill Analysis**

### **SB 111**

#### ***AN ACT IMPLEMENTING THE RECOMMENDATIONS OF THE PROGRAM REVIEW AND INVESTIGATIONS COMMITTEE CONCERNING THE CREATION OF A GOVERNANCE STRUCTURE TO IMPLEMENT E-GOVERNMENT.***

#### **SUMMARY:**

This bill establishes a 21-member E-Government Board to (1) facilitate the development and implementation of the state's e-government initiatives and strategies and (2) identify business and customer service needs.

The bill requires the Department of Administrative Services' (DAS) chief information officer (CIO) to develop, publish, and annually update an e-government strategic plan in consultation with the board. The plan must set out a clear strategy for providing online services for different user groups according to their specific needs. The CIO must seek information from state agencies (including their information technology departments), citizens, and businesses about their e-government needs. The bill does not establish a date for publishing or updating the plan.

Lastly, the bill requires DAS, in consultation with the board, to develop an online user survey and post it on the state's central Internet website. The survey must measure user satisfaction and collect suggestions to improve the website and enhance a user's experience. DAS must report to the board on the aggregated results of the survey within six months after posting it, and every six months thereafter.

EFFECTIVE DATE: Upon passage

#### **BOARD MEMBERSHIP**

Under the bill, the 21-member board (14 of whom are voting

members) consists of the Office of Policy and Management secretary, secretary of the state, comptroller, consumer counsel, and state librarian, or their designees; the CIO, and 15 appointed members.

The governor must appoint eight of these members, each representing a state agency in one of the following service areas:

1. human services,
2. health,
3. transportation,
4. regulation and protection,
5. economic development,
6. conservation and development,
7. education, and
8. judiciary.

The House speaker and Senate president pro tempore must each appoint one member representing a municipality. The Senate majority and minority leaders must each appoint one public member. The House majority and minority leaders must each appoint one member representing business, who does not sell the state information technology. Additionally, the chief court administrator must appoint a representative from the Judicial Department. The legislative and judicial appointees are nonvoting members.

All appointments must be made within 30 days after the bill passes. Each member serves a three-year term from the date of appointment. The appointing authority fills vacancies.

The governor must select the board's chairperson from its voting members. The chairperson must schedule the board's first meeting, which must be no later than 60 days after the bill passes. Subsequent meetings must be held at least quarterly. The chairperson must

propose bylaws for the board to adopt to conduct its business. A majority of the board members (apparently voting and nonvoting) constitutes a quorum for transacting business. The chairperson may establish subcommittees to carry out the board's functions and must designate what issues the subcommittees will address.

## **BOARD RESPONSIBILITIES**

The bill requires the board to:

1. develop and adopt a definition of e-government;
2. advise DAS on the use of the state's central Internet website as the primary source for state government information and services, and recommend changes to the website's design or content;
3. create priorities for new online services;
4. recommend the sharing of common state e-government functions;
5. consider whether to propose convenience fees for state online services;
6. help select and develop Internet traffic statistics;
7. provide input on, and approve, the annual strategic plan for e-government developed under the bill; and
8. adopt performance measurement goals for the state central Internet website, including goals for implementing new online services and increasing the use of existing and new online services.

The board must also devise a marketing strategy to advertise the state's central Internet website as the primary website for information about state government and its services. The board must submit the marketing strategy to the CIO for implementation.

By January 1, 2014, and annually thereafter, the board must report its recommendations concerning strategic proposals and priorities for e-government to the DAS commissioner for inclusion in strategic plans the commissioner develops under existing law and the bill.

DAS must, within available resources, provide staff support for the board and any information on the state's central Internet website the board requests. This information may include statistics on the website's use or other information the board needs to perform its duties.

### **COMMITTEE ACTION**

Government Administration and Elections Committee

Joint Favorable

Yea 14 Nay 0 (03/27/2013)